



**Sybil & Gary's Slides
Collections
Initial Visioning Session
August 22, 2001**



Context for Change

- Where are we today?
 - We're doing what we're doing well!
 - 25% Collections employees eligible for retirement
 - 30 by FY02' - 54 by FY05'
 - There will be no backfilling of positions
- What are opportunities for improvement?
 - Are we doing the right things?
 - Time to make strategic choices about what to do/what not to do
 - Become more efficient – while not impacting service
 - Improve business process and systems capabilities
- Why is this important?
 - The whole premise of PBO and Modernization is to continually look for ways to improve
 - Customer Satisfaction
 - Employee Satisfaction
 - Unit Cost

➤ **NOTE:** The second and third tier bullets are on Sybil and Gary's presentation only as talking points



Visioning Model

Current State

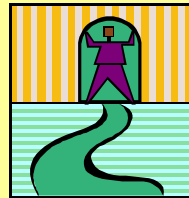
Challenges & Opportunities

2001

Step 1

Pathway to Action

How To Get There
From Here



Step 3

Target State

Where Collections
Wants To Be



Step 2



Going In Vision





Pathway to Action

- Illustrative Framework -

Business Integration Approach	Short Term Plan	Medium Term Plan	Long Term Plan
Technology	<ul style="list-style-type: none"> Select Commercial Off The Shelf (COTS) software for DMCS replacement 	<ul style="list-style-type: none"> Implement selected COTS product to replace DMCS Implement EBPP and online correspondence Implement Customer Relationship Management (CRM) technology 	<ul style="list-style-type: none"> Implement common debt collections and servicing technology
Process	<ul style="list-style-type: none"> Reduce letters sent to borrows Reduce redundant "Review" and "Hearings" Reduce defaulted loan consolidation while encouraging loan rehabilitation Increase returned check fee Map process 	<ul style="list-style-type: none"> Centralize and automate data exchange Reduce paper-based reporting Increase PIC authority and responsibilities Implement CRM processes 	<ul style="list-style-type: none"> Provide consistent answers to borrowers
Organization	<ul style="list-style-type: none"> Manage attrition Manage knowledge capital Develop employee incentive program 	<ul style="list-style-type: none"> Streamline oversight functions Redefine roles and responsibilities Consolidate auditing function Consolidate call center operations 	<ul style="list-style-type: none"> Outsource redundant functions Consolidate offices

NOTE: The completed bullets are on Sybil and Gary's presentation only as talking points